eWiSACWIS Ticklers -Handout

Ticklers

What are Ticklers and why do I get them?	• Ticklers are reminders, associated with either a Case or a Provider, of important work that need to be completed by a certain date. • A tickler specifies the task to be completed and the date when it is due. • Ticklers are listed under the Ticklers expando of the worker's eWiSACWIS desktop, and remain visible until the work is completed. • Each tickler category and type has set due-date and escalation-date settings.
When and how are Ticklers escalated?	• Each type of tickler has a set date upon which the tickler is escalated to the worker's supervisor if the work has not been completed. When the tickler reaches the set escalation date it appears on the desktop of the worker's supervisor. • Ticklers are updated daily by a nightly batch process that compares each tickler to its escalation and due-dates, and creates the necessary notifications to the appropriate level of supervisor.

How are Ticklers deleted?	• The original due and escalation ticklers are removed from the Tickler expando, once the outstanding piece of work has been completed and approved.
	• Supervisors can also manually delete ticklers (only after the due date of the tickler has passed) from the Workers expando on the desktop by:
	  1) Click on Actions hyperlink next to worker to delete the tickler for,
	  2) Select 'Tickler deletion' on Actions pop- up page and click the Continue button,
	  3) On the Tickler Deletion page, check the tickler(s) you want to delete and click the Save button.
	• AFCARS ticklers cannot be manually deleted.

When are AFCARS Ticklers generated?	• The AFCARS tickler is created when a child in placement has any of the AFCARS required information missing in the system. • You cannot close a case so long as there is an AFCARS tickler on the case (AFCARS ticklers cannot be manually deleted). • Instructions to correct the AFCARS errors are displayed under 'Exception Messages' on the AFCARS Foster Exception page. • eWiSACWIS deletes the AFCARS tickler once all the AFCARS errors are corrected.
What happens to ticklers when a case/provider is transferred to another County?	When a Case/Provider record is transferred to a county other than that in which a tickler was created, a couple of things happen: • As part of the Assignment process, the ticklers are transferred through the Tickler Reassignment page, to the 'new' worker with a primary worker assignment. • The Due and Escalation-dates of the county in which the tickler originated will still apply (even if the 'new' county does not employ the tickler-type). • Transferred ticklers are deleted by eWiSACWIS when the outstanding work is completed and approved.

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How are Ticklers Re-assigned?	Ticklers get re-assigned as part of the case/provider assignment process. Here's how: • When a subsequent assignment (after the 1st assignment) to a case or provider is made, the Tickler Re-Assignment page is displayed to the supervisor if there are ticklers associated with the case/provider. • On the Tickler Re-Assignment page, the supervisor can choose which ticklers should be redirected to the 'new' assigned worker. If the supervisor does not select any ticklers to be redirected they remain with the original worker. • If there are ticklers associated with the work assignment being closed, then the Select Worker For Tickler Reassignment page appears. The supervisor can choose a new worker to assign all the ticklers. • When all assignments for a worker are being reassigned, via the "Reassign All" button on the Worker Assignment page, all of the original assignments will be closed for the original worker. Any ticklers assigned to the original worker will be automatically transferred to the new worker via an overnight batch process. • All ticklers retain their original due dates and escalation levels when reassigned.
Why do I continue to get ticklers for cases that I no longer have an assignment?	• When creating a new assignment, the supervisor can choose which ticklers should be redirected to the 'new' assigned worker (on the Tickler Re-Assignment page). If the supervisor selects only some or none of ticklers to be redirected then the ticklers remain with the original worker.